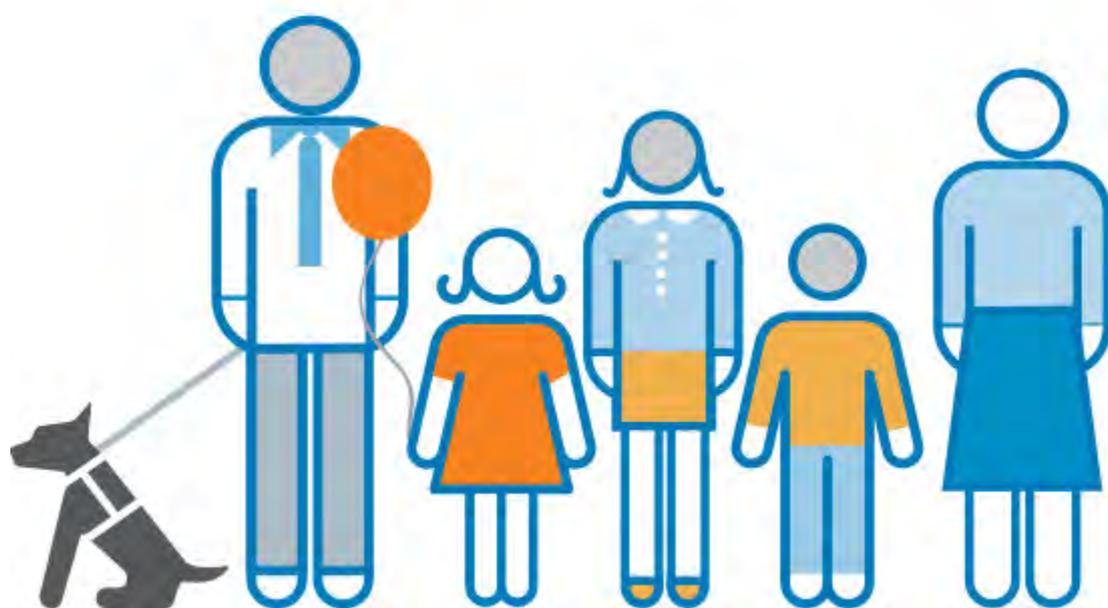


# Support in the City

Annual report of adult social care services in the City of London

2016/17



# CONTENTS

1. About this document.....	3
2. About adult social care services.....	3
3. Key facts and figures – 2016/17.....	3
4. Support provided.....	5
5. Integration of health and social care services.....	10
6. How is the money spent?.....	11
7. Service user, carer, family and community engagement.....	12
8. Governance.....	16
9. Glossary.....	18



# 1. About this document

This annual report for 2016/17 gives an overview of adult social care services in the City of London, the cost of delivery and what has been achieved.

The aim of the service is to ensure that people have access to a wide range of support services which may prevent them from becoming dependent on care. By providing the right support at the right time people can remain well and have independence and control over their lives. The report shows how this has been achieved and sets out some of the ambitions and priorities for the years ahead.

## 2. About adult social care services

The City of London Corporation's (City Corporation) adult social care services can provide support and help to enable people to live their lives safely and independently for as long as possible within their own homes. Support is also provided to safeguard vulnerable adults who may be at risk of or experiencing abuse. There are duties under the Care Act and Mental Health Act that must be followed. These include a duty to promote wellbeing and to assess people who may appear to need social care support. There is also a duty to assess people who might be carers and provide support where they are eligible for this.

## 3. Key facts and figures - 2016/17

The City of London Corporation (City Corporation) is the second smallest local authority in Britain with a population of 9,401<sup>1</sup> of which 21 per cent are from a Black, Asian and Minority Ethnic background<sup>2</sup>.

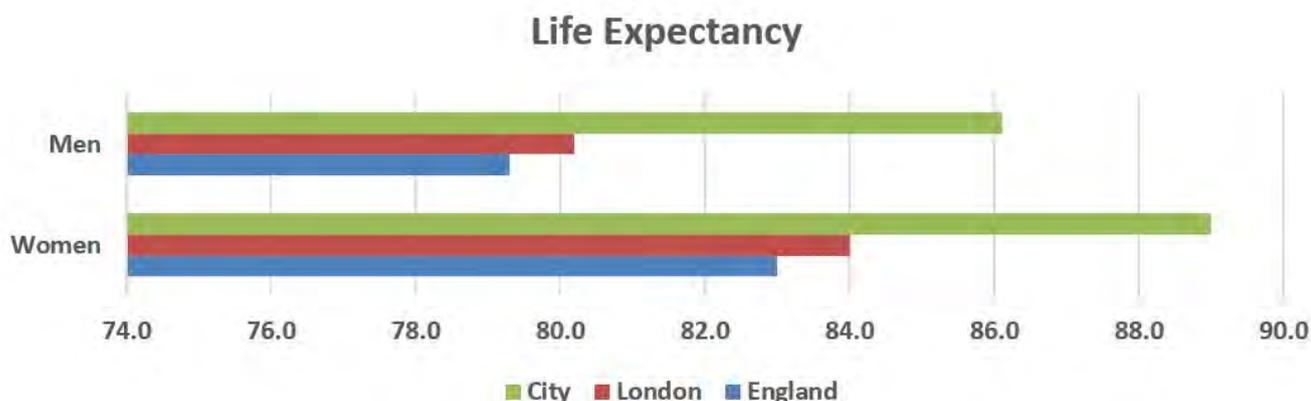
The City Corporation is the third least deprived local authority in London. Only Kingston upon Thames and Richmond upon Thames are less deprived.

<sup>1</sup> 2016 Population estimates from the Office of National Statistics.

<sup>2</sup> 2011 Census Data.

## Ageing population

Life expectancy of males and females in the City is significantly higher than both the London and England averages. The average age for a man is 86.1 years and for a woman is 89.0 years. This compares to 80.2 and 84.0 respectively for London.



Over the last six years, the working age population has risen rapidly, increasing to 6,791 in 2016, an increase of eight per cent. The number over 65 (presently 1,444) increased by six per cent over the same period. It is likely that this will create increased demand for social care services in the future<sup>3</sup>. Greater London Authority (GLA) projections point toward an 11.9 per cent increase in demand nationally by 2026, largely driven by demographic change.

## Use of adult social care services

During 2016/17, 248 adults in the City used our services, of which 90 were new requests for care.

## Adult Social Care Team (City of London Corporation)

In 2016/17, there were 14 staff working in the Adult Social Care Team. This included social workers, reablement staff, an Approved Mental Health Professional (AMHP), an Occupational Therapist and support staff.

<sup>3</sup>Greater London Authority (GLA) local authority population projections.

## 4. Support provided

### Support in the community

In 2016/17, we supported 122 people on a long-term basis to live independently in their own homes who may otherwise have had difficulties with normal daily tasks, such as washing, cooking, shopping and meeting with friends and family.

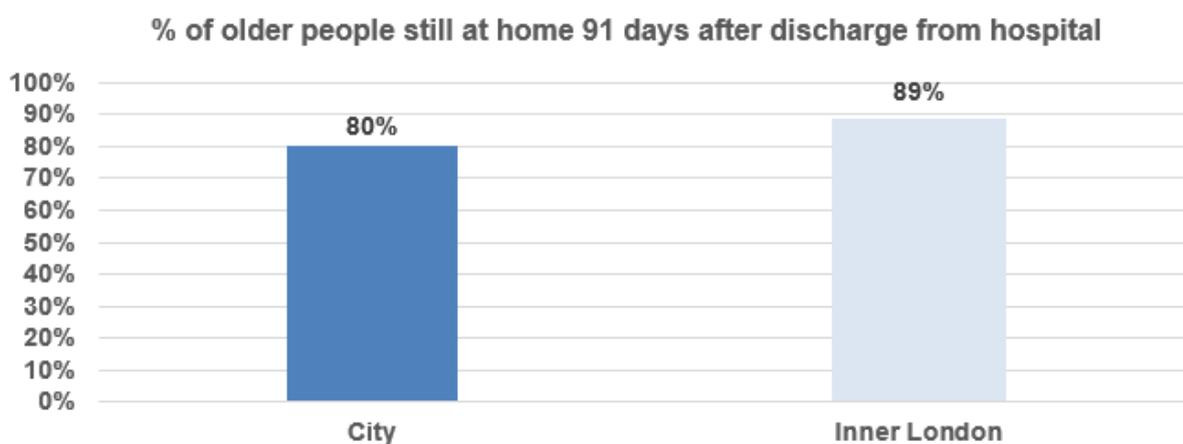
During 2016/17, the City Corporation received 90 new requests for care, similar to 2015/16. However, last year the City Corporation witnessed an increase in requests requiring higher levels of support and for longer time periods. These rose from 17 in 2015/16 to 27 in 2016/17.

The City Corporation is committed to help people remain in their own homes for as long as possible. During 2016/17, support was provided to 25 people for a short time, to help them regain their independence. This included providing equipment for short periods, home care and advice on health care.

The City Corporation also offers a Reablement Plus Service, providing short term intensive support for people leaving hospital or recovering from recent illness or injury. Referrals are made directly by hospital staff to the Reablement Team who ensure a smooth and safe discharge back home for the patient, with up to 24 hours a day home care support for up to a total period of 72 hours, along with essential equipment.



The City Corporation employs a Care Navigator, who works closely with hospitals especially University College Hospital and the Royal London Hospital where many of the City residents are admitted. The navigator works with GPs, social care services and other organisations to ensure City residents are directed to the services they need when leaving hospital. In the City, 80 per cent of older people were still at home 91 days after discharge according to 2016/17 Adult Social Care Outcomes Framework, (ASCOF) measures<sup>4</sup>. This is a little lower than the rates for London (85.5 per cent) and England (82.5 per cent), and below the Inner London rate (89 per cent).



The City Corporation also supports people to live independently in the community through the work of City Advice. This service provides independent advice on benefits, debt and other money matters, employment, learning and community volunteering. In 2016/17, City Advice supported 538 clients on a range of issues. The highest volumes of advice sought were around welfare benefits, housing, employment and debt.

To find out more about City Advice, please visit: <http://www.toynbeehall.org.uk/city-advice>

The City Corporation arranges home care for around 40, mainly older, people. It also helps many others to fund and find their own home care. The City Corporation also contracts a service to provide homecare to people in the City and a brokerage provider to support people who want to manage their own home care budget.

<sup>4</sup>2016-17 Adult Social Care Outcomes Framework, ASCOF measures 2B (1).

## Adults in nursing and residential homes

In 2016/17, 36 people were placed in nursing or residential accommodation which is a slight reduction from the 39 people recorded in the previous year. Twenty eight people were aged 65 or over, of which ten people required nursing care and 18 required residential accommodation.

The City Corporation does not have residential or nursing homes within the Square Mile, so access to this accommodation is arranged in neighbouring boroughs. The City Corporation works with these boroughs, and with London wide groups, to ensure the best possible value for money. Despite this, the City Corporation is experiencing an increase in the cost of care placements – rising from an average of £760 per week in 2014/15 to £915 in 2015/16, with a further marginal increase to £918 in 2016/17<sup>5</sup>. There are national issues about the rising costs of residential care.

Although there was not a significant change in the number of people supported in accommodation in 2016/17, the time that individuals spent in nursing or residential homes in 2016/17 added up to a total of 1,372<sup>6</sup> weeks of accommodation – an increase from 1,335<sup>7</sup> in the previous year. This has placed additional demands on social care resources, particularly taken alongside the rising cost of care placements.

## Dementia, mental health and wellbeing

The City Corporation retains the Dementia Friendly Community Status awarded by the Alzheimer's Society. The award is in recognition of the City Corporation's commitment and actions to improve inclusion and quality of life for people with dementia living within the Square Mile.

The City Corporation – working with the Health and Wellbeing Board and public health colleagues – has the responsibility for delivering some public health duties and preventative services, such as smoking cessation, sexual health services and wellbeing services.

The City Corporation's mental health strategy has focused on delivering better outcomes for residents, workers and rough sleepers. The "No first night out" project has been established to help prevent people from sleeping on the streets of the City.

<sup>5</sup> NHS Digital Adult Social Care Finance Return (ASC-FR).

<sup>6</sup> NHS Digital Adult Social Care Finance Return (ASC-FR).

<sup>7</sup> NHS Digital Adult Social Care Finance Return (ASC-FR).

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At the end of March 2017, the City Corporation was supporting 48 people with long term mental health or memory and cognition needs. During 2016/17, there were 24 people receiving short or long-term support who were identified as living with dementia.

The City Corporation has an outreach service called City Wellbeing, that is available to its Square Mile residents. If you, or someone you know, would like to receive one to one support and information about services in your area, the City Wellbeing Outreach Worker can meet with you to assist with issues including (but not limited to) debts, housing repairs, and correspondence issues. In addition, monthly coffee mornings are held at venues across the City.

The City Memory Group is a friendly, informal group for people who are concerned about their memory. The group meets monthly and have a variety of craft sessions, exercise, music and guest visitors who join the group.

You can find details of both services on the Toynbee Hall website:

<http://www.toynbeehall.org.uk/city-support-and-signposting>

City Livingwise is another service funded by City Corporation. It offers weight management, exercise on referral and NHS health checks to our local communities.

For more information on City Livingwise, please visit: <http://livingwise.org.uk/city-of-london/>.

The City Corporation's Adult Social Care Team has one Approved Mental Health Professional (AMHP) who is accredited to carry out Mental Health Act assessments. Day to day mental health issues are usually managed by the City Corporation's Adult Social Care Team while the out of hours and leave cover is provided by Hackney AMHP service.

## **Mental Capacity Act - Deprivation of Liberty Safeguards**

The Mental Capacity Act 2005 applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales. It protects the rights of people who are unable to make all or some decisions for themselves. Under the Deprivation of Liberty Safeguards (DoLS) in the Act, the City Corporation and its partners have legal responsibilities to protect people in care homes and hospitals from being unlawfully deprived of their liberty.

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During 2016/17, 39 DoLS assessments were carried out, compared to 34 in 2015/16 and 16 in 2014/15. In the six years prior to this, fewer than five DoLS assessments were carried out. (The sharp rise after 2014-15 was a result of legislative changes and coincides with the implementation of the Care Act 2014.)

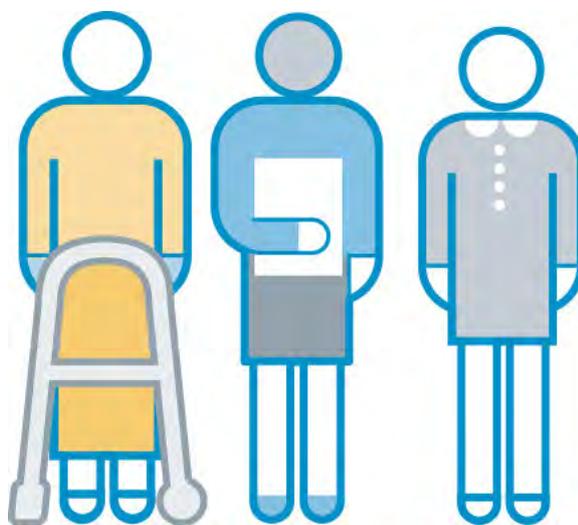
## Care at home

### Home care and Reablement services

The City Corporation arranges home care for around 40, mainly older, people. It also helps many others to fund and find their own home care and delivers extra care for people coming back home from hospital.

Our approach is to help people to remain as independent as possible. Most people will first receive what are termed as 'reablement' services, provided by City Corporation staff, designed to help them regain their confidence and skills. The City Corporation also has an agency that supports people going into, or returning from, hospital at weekends and bank holidays – the 'Reablement Plus' service. This is an innovative service to ensure that people who want to go home from hospital can do so with the support they need 24/7 for up to 72 hours if they need it, until they can be more fully assessed.

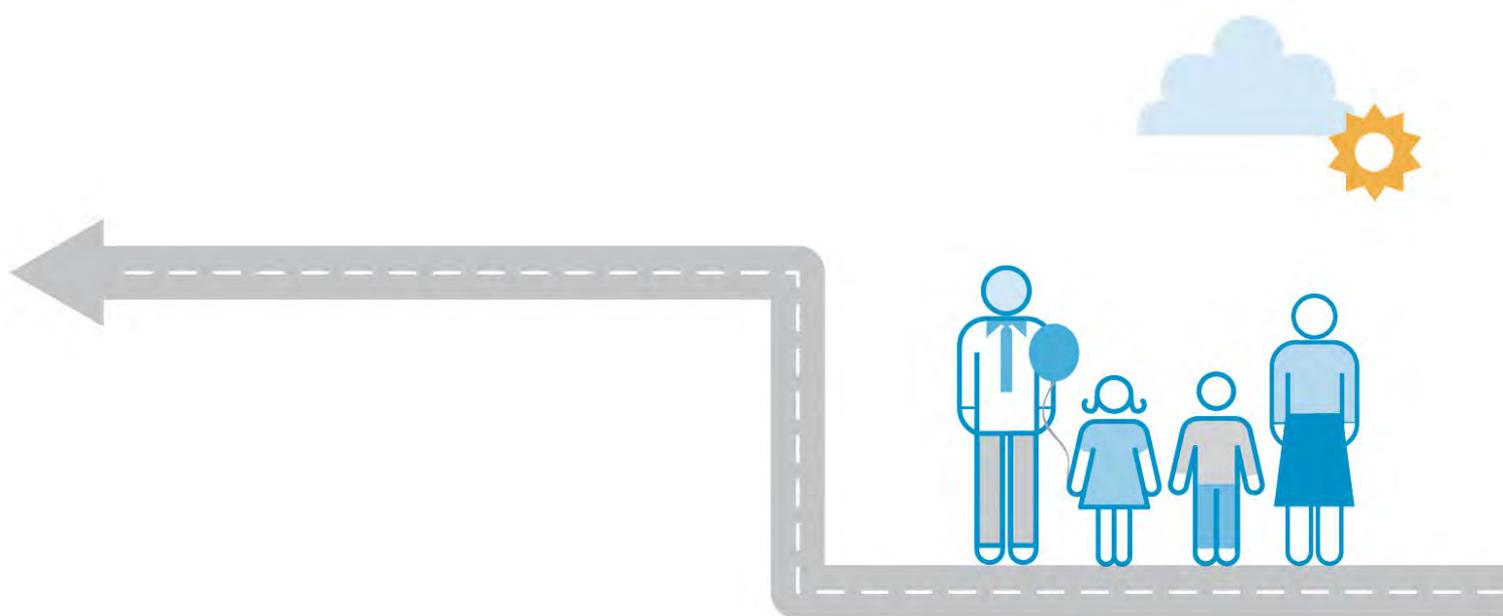
The City Corporation contracts a service to provide homecare to people in the City and a brokerage provider that supports people who want to manage their own home care budget.



## Support for carers

The City Corporation is committed to supporting unpaid carers who provide vital support to family and friends. People may not identify themselves as carers but if they are providing support to someone with health and care needs they might nonetheless be entitled to a carer assessment of their support needs under the Care Act (2014). In 2016/17, the needs of 64 people providing care to someone living in the City were assessed. Across the year, support was given to 55 carers, of whom 53 received individual budgets to help them to secure the support and help they need.

The City Carers Group<sup>8</sup> is commissioned by the City Corporation to provide support and advice to carers. The group provides an opportunity for informal support and socialising as well as helping carers with the skills they need to provide care, and to cope with their caring role.



<sup>8</sup> For more information on the City Carers Group, please visit: <http://carers-network.org.uk/information/city/>

## Safeguarding adults

The City Corporation is legally responsible for protecting adults who may be at risk from abuse or neglect. Abuse may be the result of deliberate actions or a lack of care/neglect that lead to a person coming to harm. During the last four years, the number of alerts for safeguarding rose from 28 in 2013/14 to 29 during 2014/15, 31 in 2015/16 and to 33 during 2016/17.

The City and Hackney Safeguarding Adults Board (CHSAB) ensures that relevant organisations work together to protect and promote the welfare and safety of vulnerable adults, and provides guidance, oversight and challenge on safeguarding issues. The CHSAB produces an annual report which provides details of its work, which is available separately here: <https://bit.ly/2sn0ZyC>

## 5. Integration of health and social care services

The integration of health and social care refers to these services working in a coordinated way to provide the right services at the right time in a way that is seamless for the person and their carer. It aims to provide more efficient and effective services, resulting in better patient experience.

Integrated health and social care is a national policy initiative and is also a key policy for the City Corporation. It is especially important as our patients can be registered with GP practices in either Tower Hamlets or the City and effective integration is enabling us to link all practices in with a range of different care and support services.

During 2016/17, work on integration was taken forward in many ways including:

- working with the City and Hackney Clinical Commissioning Group (CCG) to develop integrated commissioning where decisions about commissioning health, public health<sup>9</sup> and social care services are taken together. City Corporation elected Members made the decision in February 2017 to enter into these arrangements

<sup>9</sup>Public health refers to all organised measures to prevent disease, promote health, and prolong life among the population as a whole.

- using the City of London Better Care Fund (BCF) to fund specific services and projects across health and social care to improve outcomes for City residents using these services. The BCF is based on a shared budget of NHS and local authority funding which for 2016/17 was £627,000. The BCF plan included contributions to the One City and Hackney integrated commissioning model and funding for the Care Navigator, social isolation project and a mental health independence project. The BCF is agreed by and reported to the Health and Wellbeing Board.

## Pan-London groups

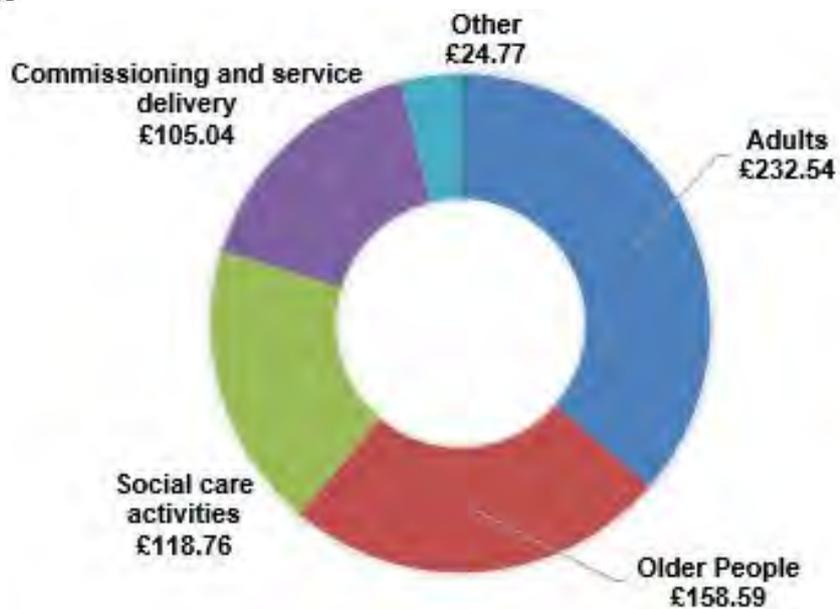
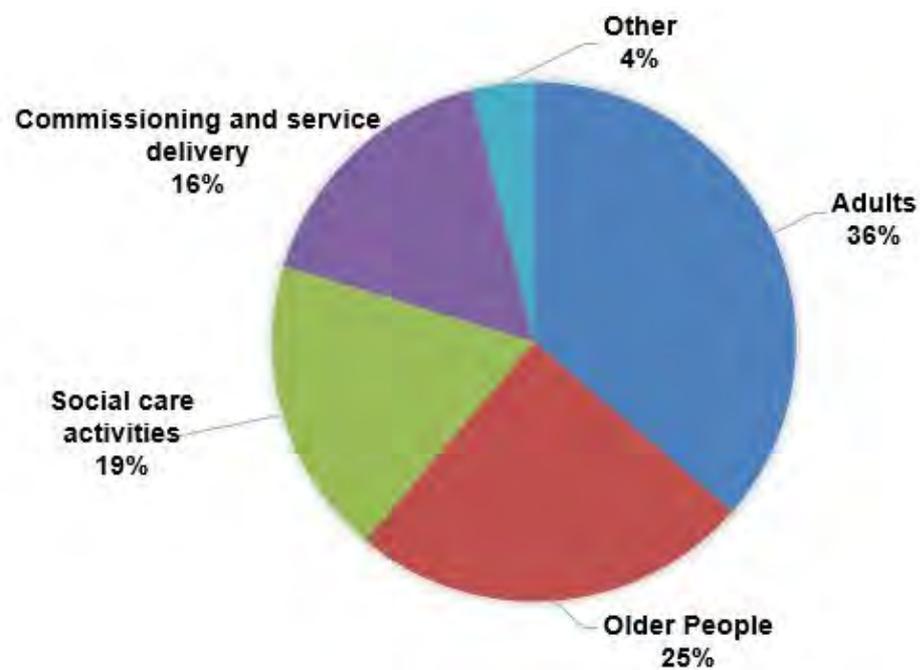
The City Corporation's Adult Social Care Team proactively engages with Pan-London groups (organisations/groups that represent the collective views of London Local Authorities), including the London Safeguarding Adults Network, Carer Leads Network, the Mental Capacity Act/DoLs Network and End of Life Network. This ensures that the City Corporation's policy and practice is consistent with London-wide approaches and is an opportunity to share learning and keep up to date with changes in legislation and procedures, as well as policy and practice developments.

## 6. How is the money spent?

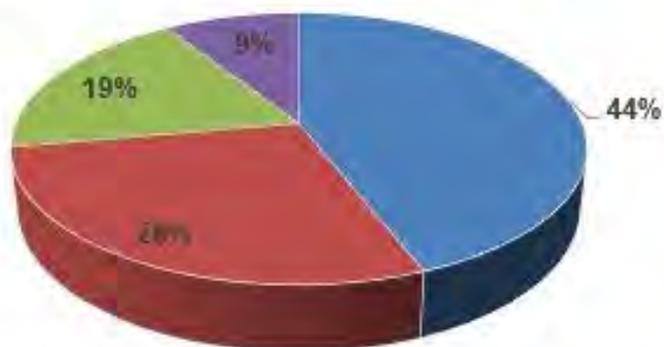
Net expenditure in 2016/17 for Adult Social Care Services was £5.3 million which is equivalent to £640 per head and is above the London average of £340<sup>10</sup>. The higher rate for the City Corporation is partly because it is a small authority and does not enjoy the same economies of scale as other local authorities.

The breakdown of expenditure is shown in the charts below. The first chart shown is the percentage breakdown of the chart below which shows spend per head.

<sup>10</sup> NHS Digital Adult Social Care Finance Return (ASC-FR).



The figure below shows spend per Primary Support Reason (PSR).



- Mental Health Support
- Physical Support
- Learning Disability Support
- Sensory & Memory Cognition Support

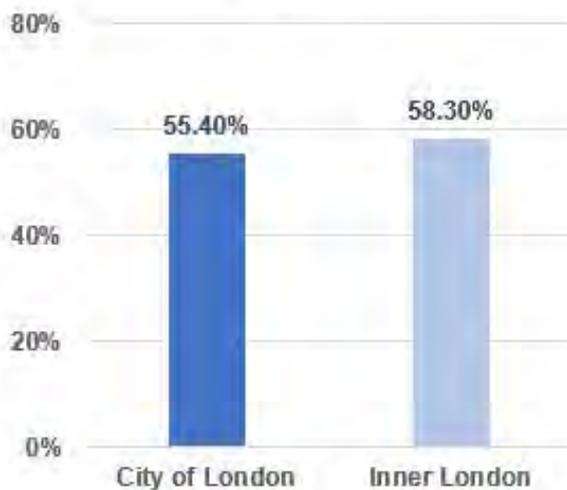
## 7. Service user, family and community engagement

NHS Digital issues a national bi-annual carer survey on behalf of The Department of Health – these surveys enable local authorities to compare their performance against nationally agreed benchmarks.

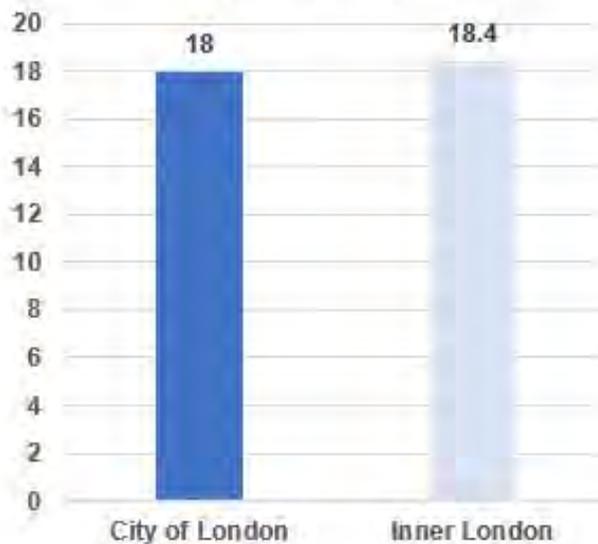
### Adult Social Care Survey

The charts below illustrate the findings of the 2016/17 Adult Social Care Survey (ASCS). Forty residents based in the City participated in the ASCS.

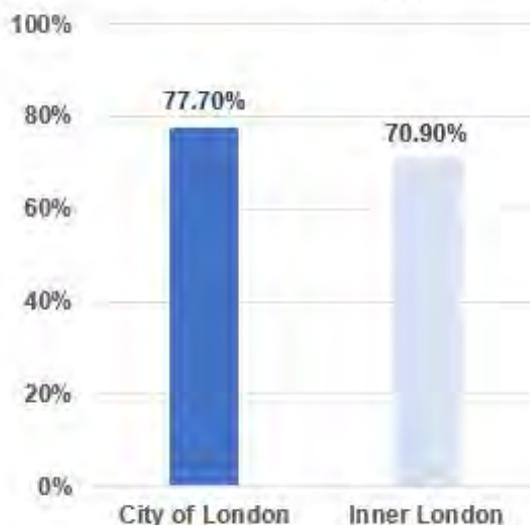
Overall satisfaction of people who use services with their care and support



Quality of life



The proportion of people who use services who find it easy to find information about support

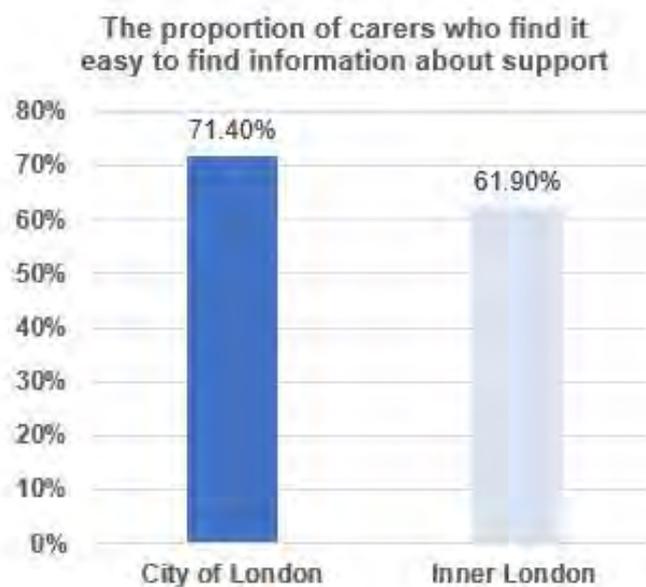
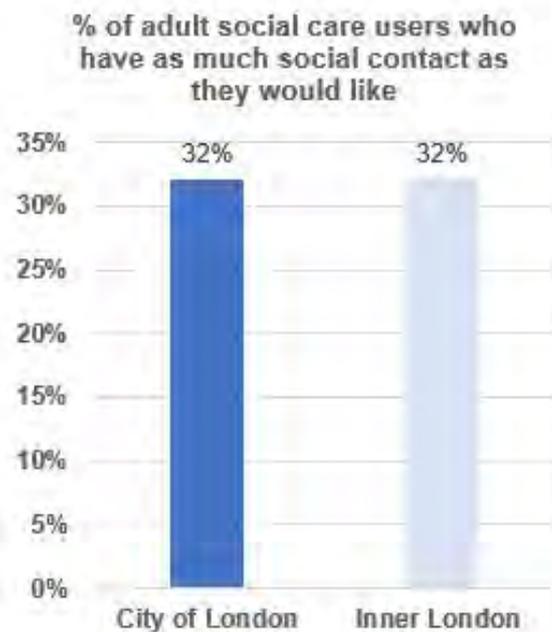
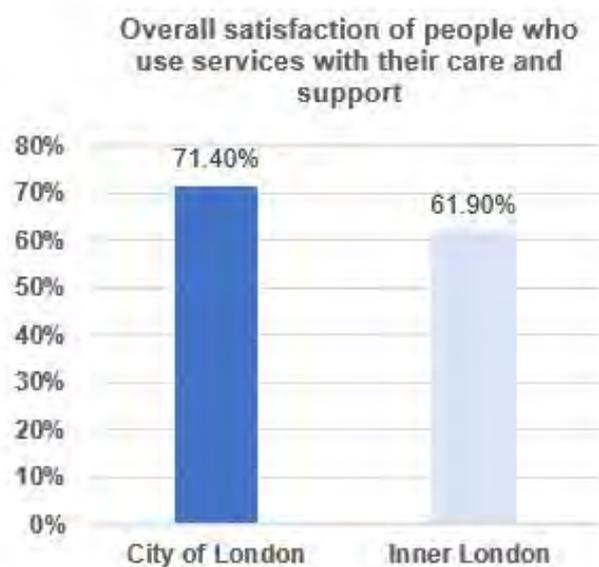


% of adult social care users who have as much social contact as they would like



## Carers Survey

The charts below illustrate the findings of the 2016/17 Carers Survey. Thirty-nine residents from the City participated in this survey.



## Complaints

During 2016/17, there were fewer than five complaints relating to Adults Social Care and all were responded to within the three-day target.

## Adult Advisory Group

The City Corporation has an Adult Advisory Group (AAG) which was established in 2011 as part of a transformation programme for Adult Social Care and consists of a range of service users and carers. The AAG meets every quarter and provides service user and carer feedback on a range of health and social care issues to inform the City Corporation's strategic planning. The City Corporation is looking for even more opportunities to involve the whole community in designing and planning services in the future.

## Co-production

The City Corporation works with local communities to ensure that their voices are heard in the design and delivery of services. In the last year, we have done this through:

- listening to what individuals tell us about their own care and responding to their comments and concerns
- dialogue with, and feedback from, our service user and carer groups
- involving service users in the decision-making processes in the award of contracts (for example, the contract for the home care service that started in April 2017).

Moving forward, we are developing a strategic approach to co-production and a way of working which will break down the barriers between people who use services and professionals and ensure that we are meaningfully engaging people who use services in everything we do and co-producing services with them.

## 8. Governance

### Adult Wellbeing Partnership (AWP)

The AWP was established in October 2014 to provide oversight for delivering the vision for improving adult wellbeing in the Square Mile and is accountable to the Health and Wellbeing Board.

The AWP is Chaired by the Director of Community and Children's Services and consists of senior officers from a range of relevant organisations including the City Corporation, the City and Hackney CCG, the Tower Hamlets CCG, City of London Healthwatch, London Fire Brigade, City of London Police, the Neaman Practice, East London NHS Foundation Trust and Public Health. The AWP provides strategic leadership and oversight, scrutiny and challenge on initiatives and programmes that deliver adult wellbeing in the Square Mile.

During 2016/17, the partnership focused on some of the developments around integrated commissioning and considered how these could best work for residents of the City.

### Healthwatch City of London

Healthwatch City of London is the statutory watchdog with the role of ensuring that local health and social care services, and local decision makers, put the experiences of people at the heart of their care.

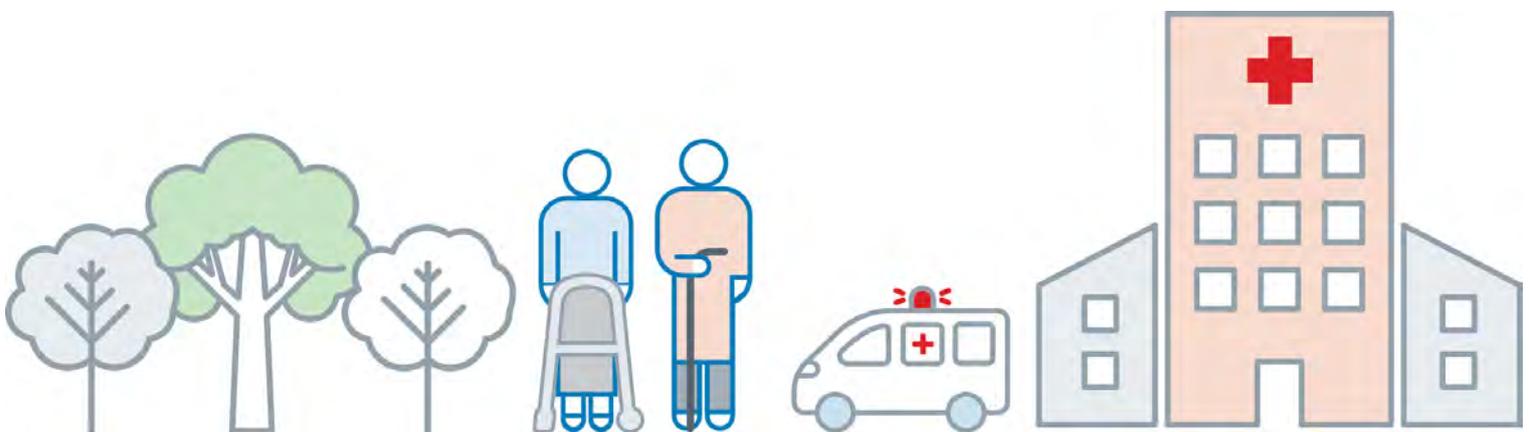
Healthwatch City of London is provided by Age Concern and is the independent consumer champion for the public to promote better outcomes in health and social care: <http://www.healthwatchcityoflondon.org.uk/>

Healthwatch City of London consulted widely in 2016-17, and held a range of public-facing events and activities that included:

- consultation on developing the local Sustainability Transformation Plan
- a workshop for residents and workers on mental health services
- developing a strategy for patient voice, engagement and involvement at St Bartholomew's Hospital
- improving nutrition in St Bartholomew's Hospital

- re-launching the improved City Health Directory (<http://fyi.cityoflondon.gov.uk/kb5/cityoflondon/fyi/cityhealth.page?cityhealthchannel=0>)
- continued representation around safeguarding as a member of the City and Hackney Safeguarding Adults Board, the Engagement and Involvement Group, the City Adult Safeguarding Sub-Committee and the Health and Wellbeing Board
- a successful annual conference.

Over the year, Healthwatch distributed over 2,000 newsletters to people working and living in the City, which detail the many opportunities for people to get involved.



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## Glossary

**Better Care Fund (BCF):** Requires Clinical Commissioning Groups and local authorities to enter pooled budget arrangements and agree an integrated spending plan. The BCF was created to incentivise and support health and local government to work more closely together to develop effective care and support around people and their needs, enabling them to manage their own health and wellbeing and live independently in the community for as long as possible.

**Carer:** Someone who provides unpaid support to a family member or friend who cannot manage without this help.

**Co-production:** According to the Social Care Institute for Excellence (SCIE), there is no single formula or agreed definition for co-production. It has been usefully defined as 'a way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all', and 'is value driven and built on the principle that those who use a service are best placed to help to design it'.

**Costed support:** The care and support an eligible person will receive in the form of an individual budget following the outcome of their assessment of needs by a social worker in Adult Social Care.

**Individual budgets:** Financial payment made to people who need care following an assessment to help them to buy their own care or support and be in control of those services.

**Integrated care:** Care that is person-centred and coordinated within and between healthcare settings, across mental and physical health and across health and social care. For care to be integrated, organisations and care professionals need to bring together all the different elements of care that a person needs in a holistic way.

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**Personalisation:** An approach to Adult Social Care that is tailored to people's needs and puts them in control.

**Reablement:** Timely and focused intensive therapy and care, usually delivered in a person's home, which is offered to people with disabilities, are frail and/or are in recovery from illness or injury, often those leaving hospital or other forms of residential care. The purpose is to support people to relearn the skills required to keep them safe, healthy and independent at home.

**Safeguarding:** The protection of an adult's right to live safely, free from abuse and neglect, while ensuring that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes and beliefs in deciding on any action.

**Section 136 of the Mental Health Act:** The police can use section 136 of the Mental Health Act to take you to a place of safety when you are in a public place if they think you have a mental illness, need care or control and it is necessary to do so in your interests or for the protection of others. A place of safety can be your home, a hospital, or a police station and the police can hold you under this section for up to 72 hours to facilitate a Mental Health Act Assessment and make any necessary arrangements for care and treatment.

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